

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of:

Examiner: Kyung H. Shin

Takeshi ISHIZAKI *et al.*

Appl. No.: 09/964,129

Art Unit: 2143

Filed: September 25, 2001

Title: INTEGRATED SERVICE MANAGEMENT SYSTEM

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Mail Stop RCE  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**INFORMATION DISCLOSURE STATEMENT PURSUANT TO  
37 C.F.R. §§1.97-1.98**

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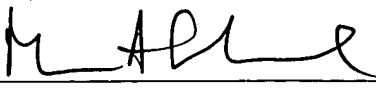
The Examiner is requested to initial the enclosed Form PTO/SB/08A and return a copy thereof to the undersigned.

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Date: November 21, 2005

Respectfully submitted,

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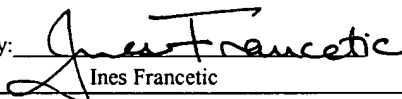
By   
Marc A. Sockol  
Attorney for Applicants  
Registration No.: 40,823

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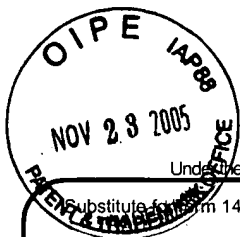
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## INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(Use as many sheets as necessary)

Sheet 1 of 2

### Complete if Known

Application Number	09/964,129
Filing Date	September 25, 2001
First Named Inventor	Takeshi ISHIZAKI
Art Unit	2143
Examiner Name	Kyung H. Shin
Attorney Docket Number	36992.00083

### U.S. PATENT DOCUMENTS

Examiner Initials *	Cite No. <sup>1</sup>	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number - Kind Code <sup>2</sup> (if known)			
	A	US-6,597,956	07-2003	Aziz et al.	
	B	US- 6,421,711	07-2002	Blumenau et al.	
	C	US- 6,192,454	02-2001	De Vos	
	D	US- 2002/0156867	10-2002	Iwami	
	E	US- 2002/0056008	05-2002	Keane et al.	
	F	US- 2002/0069272	06-2002	Kim et al.	
	G	US- 6,765,591	07-2004	Poisson et al.	
	H	US- 6,609,153	08-2003	Salkewicz	
	I	US- 2001/0050914 A1	12-13-2001	Akahane, et al.	
	J	US- 2003/0097370 A1	05-22-2003	Yamamoto	
	K	US- 6,567,848 B1	05-20-2003	Kusuda, et al.	
	L	US- 2002/0069274 A1	06-06-2002	Tindal, et al.	
	M	US- 2002/0019864 A1	02-14-2002	Mayer	
	N	US- 2002/0156828 A1	10-24-2002	Ishizaki, et al.	
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### FOREIGN PATENT DOCUMENTS

Examiner Initials *	Cite No. <sup>1</sup>	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T <sup>6</sup>
		Country Code <sup>3</sup> - Number <sup>4</sup> - Kind Code <sup>5</sup> (if known)				

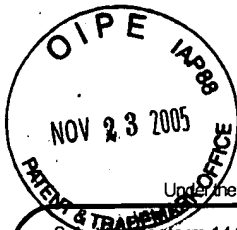
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STATEMENT BY APPLICANT**

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Sheet 2 of 2

**Complete if Known**

Application Number	09/964,129
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First Named Inventor	Takeshi ISHIZAKI
Art Unit	2143
Examiner Name	Kyung H. Shin
Attorney Docket Number	36992.00083

**NON PATENT LITERATURE DOCUMENTS**

Examiner Initials *	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T <sup>2</sup>
	O	JEFFREY C. PWU, "Office Action," November 3, 2005, 4 pages, U.S. Patent Application No. 09/841,710, filed April 24, 2001, U.S. Patent Office, United States.	
	P	JEFFREY C. PWU, Advisory Action, August 1, 2005, 2 pages, U.S. Patent Application No. 09/841,710, filed April 24, 2001, U.S. Patent Office, United States.	
	Q	THOMAS J. MAURO, JR., Office Action, March 14, 2005, 18 pages, U.S. Patent Application No. 09/841,710, filed April 24, 2001, U.S. Patent Office, United States.	
	R	THOMAS J. MAURO, JR., Office Action, August 23, 2004, 22 pages, U.S. Patent Application No. 09/841,710, filed April 24, 2001, U.S. Patent Office, United States.	
	S	PHILIP J. CHEA, "Office Action," May 5, 2005, 11 pages, U.S. Patent Application No. 09/956,635, filed September 20, 2001, U.S. Patent Office, United States.	
	T	PHILIP J. CHEA, "Office Action," December 21, 2004, 5 pages, U.S. Patent Application No. 09/956,635, filed September 20, 2001, U.S. Patent Office, United States.	

Examiner Signature		Date Considered	
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